PRASAD NISHAD): (a) and (b) Studies are routinely undertaken by the project authorities prior to initiating any work with respect to construction of dams. These studies, inter-alia, cover status of the catchment and command areas, flora/ fauna and the extent of rehabilitation required. The studies bring out the amount of damage which could be caused to the Physical and biological environment. Based on the findings of the surveys, requisite environmental management plans arc prepared for minimising the adverse impact of the project which includes management of flora/fauna on the islands which may be formed.

Development of Dairy Industry in Madhya Pradesh

2066. SHRI SURESH PACHOURI: Will the Minister of AGRICULTURE be pleased to state:

(a) whether Government have initiated any definite strategy for developing a viable and self-sustaining dairy industry in the State of Madhya Pradesh, particularly, in its tribal and backward areas; and

(b) if so, what are the details thereof?

THE MINISTER OF AGRICULTURE (SHRI CHATURANAN MISH-RA): (a) and (b) Apart from State Government's programmes for dairy development and the Operation Flood III project in Madhya Pradesh, Government of India has sanctioned Integrated Dairy Development Projects for the districts of Central Baster, Guna, Narsinghpur, Satria, Rewa, Khargone and Chhatarpur at a total cost of Rs. 13.80 crores during the 8th Plan peirod.

Special Cell for Ticket Refund

2067. SHRI K.M. KHAN: Will the Minister of RAILWAYS be pleased to state:

(a) whether Special Cell for 'On the Spot' settlement of ticket refund has been set-up under Northern Railway at New Delhi;

(b) if so, the functions, working timings and organisational set up of this Cell;

(c) whether some telephonic enquiries have also been provided on this Cell;

(d) whether the passengers desiring for refund will have to undergo some formalities in this regard;

(e) if so, the details thereof;

(f) whether Government propose to set-up similar Cells under other zones of the railways in the near future; and

(g) if so, the details thereof and if not the reasons therefor?

THE MINISTER OF STATE IN THE MINISTRY RAILWAYS (SHRI SATPAL MAHARAJ): (a) Yes, Sir.

(b) A statement is attached, *(see below)*

(c) Yes, Sir.

(d) and (e) Passenger is guided to complete the formalities on the merits of case.

(f) and (g) The Cell has been set-up by Northern Railway so as to expeditiously handle the heavy in-take of refund claims on that Railway. Setting up of similar Cells on other railways will depend on the volume of such refund claims cases there.

Statement

The Cells deals with the enquiries about the refund of the passengers. They are registered and claimant is given a particular time by which the case is likely to be settled. It works from 10.00 hrs. to 16.00 hrs. on all the working days.

The Cell works under overall supervision of Chief Rates Manager, Northern Railway with one senior scale and three Assistant scale Officers to assist him. The Cell is manned by Inspectors who deal with public complaints.